MYAGREEMENTS

PAIA Manual

StartupVibe (Pty) Ltd
Version 1.0 | 7 September 2026

Prepared under section 51 of the Promotion of Access to Information Act 2 of 2000, as amended (PAIA), with information concerning the Protection of Personal Information Act 4 of 2013 (POPIA).

1. The body and its contact details

StartupVibe (Pty) Ltd operates MyAgreements, an online South African agreement-template catalogue and digital document platform. This manual applies to records held or controlled by the company in connection with MyAgreements.

Information Officer: Natalie van Zyl
Address: Fantasia, Hogsback, Main Road, Eastern Cape
Email: info@myagreements.co.za
Website: www.myagreements.co.za

Address PAIA and POPIA correspondence to the Information Officer. Email is the published contact route for requests and for arranging assistance or inspection of the manual at the above address during ordinary business hours.

2. Purpose and scope

This manual explains the categories of records available, how to request access, the procedure and remedies, and the company's personal-information processing. A record is recorded information in any form held or controlled by the company, regardless of who created it.

Access to a private body's records under PAIA requires compliance with the Act, including explaining the right to be exercised or protected and why the record is required for that purpose. Listing a category does not mean every record in it is held, or that access will be granted. Statutory definitions, access rights, grounds for refusal and the public-interest override apply.

3. The PAIA guide and prescribed forms

The Information Regulator publishes the section 10 guide explaining how to use PAIA, including assistance, procedures and remedies. Available language and accessible versions can be obtained through the Regulator. The Information Officer can assist a requester to obtain the guide and prescribed forms.

Information Regulator: PAIA guide, forms and guidance

General enquiries: enquiries@inforegulator.org.za. Use the Regulator's website for current complaint submission arrangements.

4. Records available without a formal PAIA request

Public catalogue descriptions, prices, scope notes, FAQs, published policies and this manual are available on the website. An electronic copy of this manual is available without charge. A customer may use the authenticated account area and ordinary support channels for their own account, orders and eligible purchased downloads, subject to identity and ownership checks.

Agreement templates are supplied under their purchase licence. Publication of this manual does not give unrestricted access to paid templates, another customer's information or confidential business records. This list describes ordinary access channels and does not represent a notice published under section 52 of PAIA.

5. Subjects and categories of records

The following categories cover records held or controlled in connection with MyAgreements, where the relevant records exist:

Corporate administration

Company formation and authority records; policies; licences; supplier contracts and compliance correspondence.

Catalogue and documents

Template masters and versions; product descriptions, prices, source references, publishing and maintenance records.

Customers and accounts

Member and contact information; registration, account status and authentication-related service records.

Purchases and delivery

Orders, purchased items, amounts, currency, payment status and references; refunds, delivery and purchase-support records.

Enquiries and access requests

Contact details, enquiry content, acknowledgements and correspondence; PAIA and POPIA requests, decisions and complaints.

Technology, people and finance

Website configuration, access permissions and retained system or incident records; personnel and contractor records where people are engaged; accounting, tax and relevant dispute records.

6. Records required under other legislation

Applicable recordkeeping duties may arise under the Companies Act 71 of 2008, PAIA, POPIA, the Electronic Communications and Transactions Act 25 of 2002, the Consumer Protection Act 68 of 2008, the Income Tax Act 58 of 1962 and the Tax Administration Act 28 of 2011. VAT legislation applies where the company is registered or required to register; employment legislation applies where staff are employed. Other duties depend on the transaction or activity concerned.

A duty to retain a record does not make it public. Access under another enactment is subject to that enactment's procedure and conditions.

7. How to request access

Submit the prescribed request

Complete the current prescribed Form 2 and send it to Natalie van Zyl at info@myagreements.co.za, or deliver it to the address in section 1, marked “PAIA request”. Identify the record clearly, including relevant dates and reference numbers. Give the requester’s details, a reply address and the requested form of access. Identify the right to be exercised or protected and explain why the requested record is needed for that right.

A person acting for someone else must provide proof of authority. Reasonable identity verification may be required through an appropriate channel. Do not include passwords or payment credentials. If disability or illiteracy prevents completion of the form, contact the Information Officer for assistance recording the request.

Download the prescribed PAIA forms, including Form 2

Decision and access

The company will decide and notify the requester as soon as reasonably possible, within the period prescribed by PAIA, ordinarily 30 days after receipt of a request meeting its requirements. An extension of no more than a further 30 days is permitted on specified statutory grounds, with notice and reasons. Failure to decide within the applicable period is treated as a refusal. Applicable third-party notice procedures will be followed.

A grant will explain the form of access and any lawful charges. A refusal will state adequate statutory reasons and available remedies without disclosing protected information. The company will consider releasing reasonably severable portions. Where a record cannot be found or does not exist after the required search, PAIA’s affidavit or affirmation procedure applies.

PAIA protects, among other interests, personal privacy, confidential commercial information, safety and legal privilege. Applicable refusal grounds and the public-interest override govern each decision. A request concerns an existing record and does not require the creation of legal advice or a new opinion.

8. Fees

PAIA charges are separate from template purchase prices. The Information Regulator’s published private-body schedule includes a R140 request fee, R2 per A4 photocopied or printed page, and R145 per hour or part of an hour for qualifying search and preparation after the first hour, capped at R435. Other prescribed reproduction and delivery charges may apply. Statutory exemptions and special rules take precedence, including those applicable to personal-information requests.

The Information Officer will notify the requester of the basis and amount of any fee or lawful deposit before payment is required. Where a search exceeds six hours, the published schedule provides for a deposit of one-third of the amount calculated under reproduction items 2 to 8, subject to PAIA. Do not pay a PAIA fee through a template purchase. The legislation and current prescribed schedule govern.

Information Regulator: current PAIA fee schedule

9. Personal-information processing

Purposes, people and information

MyAgreements processes information to operate the website and customer accounts, administer purchases and eligible document access, respond to enquiries, resolve payment and delivery problems, protect the service and meet applicable legal and recordkeeping duties.

Visitor information may include technical and service-use information and cookie preferences where offered. Member and customer records include names, contact details, member identifiers, account status, orders, amounts, payment status and delivery information. Enquiry records include supplied contact details, summaries, acknowledgements and relevant party details. Supplier, contractor and personnel information, where applicable, includes contact, contractual, work and payment records needed to administer the relationship.

Recipients and service providers

Authorised administrators use relevant operational records. Wix provides hosting, membership, forms and commerce infrastructure. Paystack processes checkout payment information. The custom catalogue and catalogue-help interface do not request card numbers or CVVs. Microsoft OneDrive is used to administer source templates. Documents that customers complete locally in Word are not uploaded by the catalogue.

Relevant information may be disclosed to professional advisers, service providers, regulators or other recipients where required or permitted for a specific lawful purpose. The browser-based catalogue help assistant uses predefined support responses; its implemented question flow does not send questions to an external AI model. Customers should not enter confidential legal facts or payment credentials into that interface.

Cross-border processing

Wix, Microsoft and payment-service infrastructure may involve processing outside South Africa. Transfers must meet POPIA section 72, such as through an adequate level of protection under applicable law, binding rules or an agreement, or another permitted statutory basis. A requester may contact the Information Officer for information about relevant recipient categories and arrangements relating to their records.

Security and retention

Application safeguards include authenticated account access, server-side ownership and payment checks for eligible downloads, private template storage and expiring download links. Access to operational information is restricted to authorised users for the relevant purpose. Security measures and service-provider arrangements must be reviewed against reasonably foreseeable risks, with incidents addressed under applicable legal duties. No electronic system guarantees absolute security.

Information must not be retained longer than permitted by POPIA. Records are kept for their lawful purpose and applicable legal requirements, then deleted, de-identified or restricted as appropriate. A deletion request does not necessarily require erasure of purchase, accounting, dispute or other records that must lawfully be retained.

10. Personal-information requests and remedies

A data subject may request confirmation and access to personal information under POPIA. They may also request correction or deletion of information that is inaccurate, irrelevant, excessive, outdated, incomplete, misleading or unlawfully obtained, or destruction or deletion of a record no longer lawfully retained. Applicable rights to object to processing, statutory exceptions and complaint rights remain available.

Send a request to info@myagreements.co.za with the subject “Privacy request”, identifying the account email or other reference needed to locate the information. The Information Officer will explain the appropriate form and reasonable identity-verification process. Avoid attaching identity documents to the initial enquiry unless an appropriate verification channel has been arranged.

PAIA complaints and court relief

PAIA does not provide a statutory internal appeal against a private body’s decision. A requester or affected third party may use the statutory remedies, including a complaint to the Information Regulator in prescribed Form 5 and appropriate court proceedings. A PAIA complaint generally must be lodged within 180 days of the relevant decision or deemed refusal, subject to the Act and any condonation process.

The Regulator’s current guidance explains submission channels, prerequisites and available remedies. An informal discussion with the company does not suspend statutory time limits. POPIA complaints may also be directed to the Regulator through its applicable complaint procedure.

Information Regulator: PAIA guidance and complaints

11. Availability and review

This manual is available at www.myagreements.co.za and electronically on request without charge. It is available for public inspection at Fantasia, Hogsback, Main Road, Eastern Cape during ordinary business hours. Email info@myagreements.co.za to arrange assistance or inspection. Copies may be supplied subject to lawful reproduction charges, and the manual will be supplied to the Information Regulator on request.

The Information Officer is responsible for maintaining the manual and reviewing it when contact particulars, records or processing arrangements materially change and at regular intervals. This version is issued on 7 September 2026.

12. Official reference material

This manual should be read with PAIA and POPIA, as amended, and the applicable regulations. Current official guidance and prescribed forms take precedence over an outdated version of an explanatory summary.

PAIA: South African Government

Information Regulator: PAIA guide

Information Regulator: forms

Information Regulator: fees